



San Antonio Market Forum



Consult and Appointment
Management Office
(CAMO)

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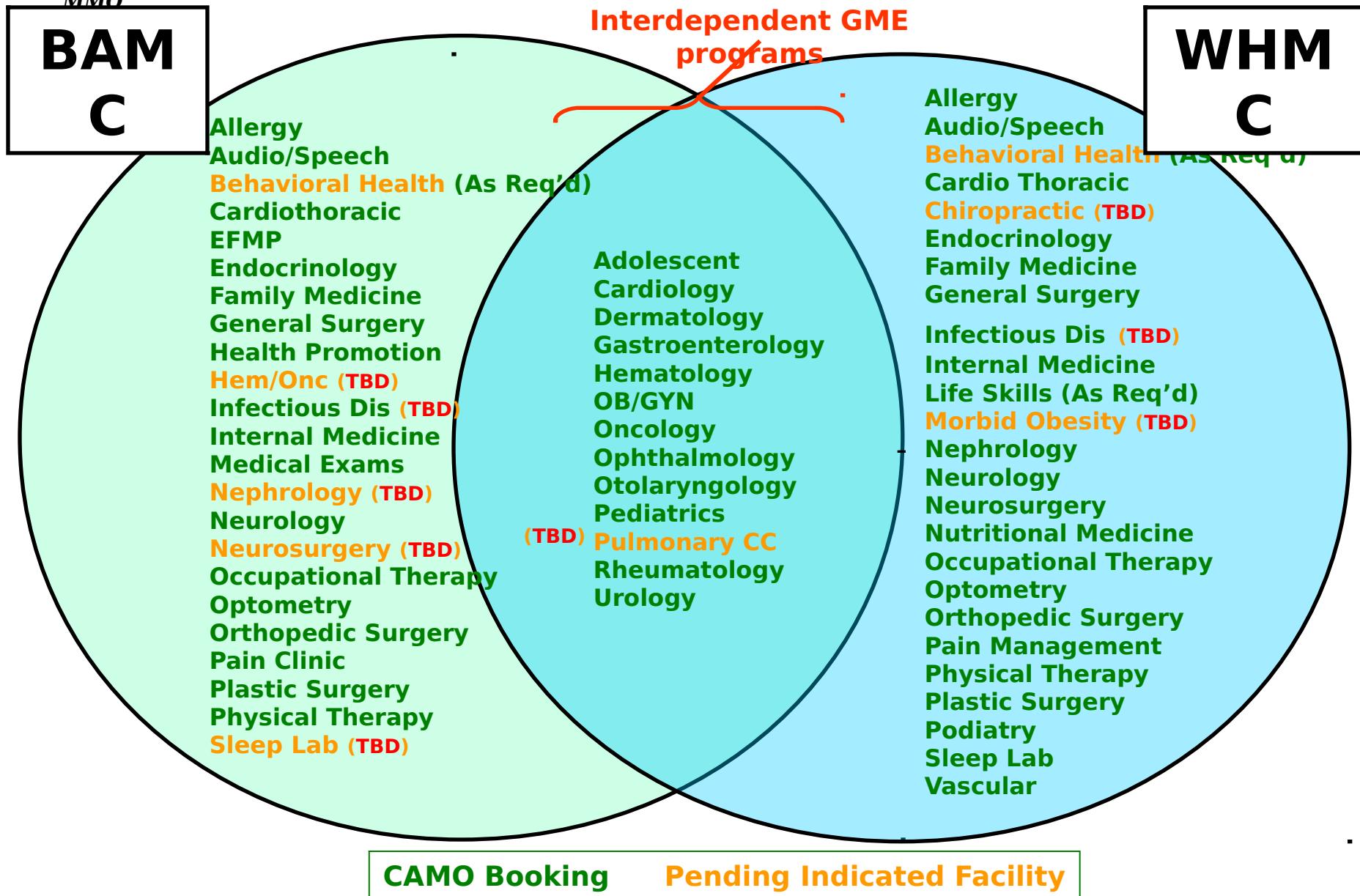
Integrity - Service - Excellence

Status Of Operations

- CAMO managing 95 percent of specialty care consults and referrals
 - BAMC Pulmonary Med, Hem/Onc, Nephrology, Neurosurgery, Sleep Lab remain pending
 - WHMC Chiropractic Med, Morbid Obesity Clinic remain pending
 - All Behavioral Medicine, Infectious Disease deferred
 - Procedure based services optional across market
- PCM appointing improving
 - WH Clinics acute appointment availability
 - Provide periodic updates to WH Sr Staff on Appt availability
 - BAMC FMS began offering weekend clinic 9 Apr
 - RAFB/12th MDG PCM appointing targeted for mid August
- CAMO relocation
 - Installation of furniture due to be complete 8 July
 - Staff relocation to be complete and operational by 18 July



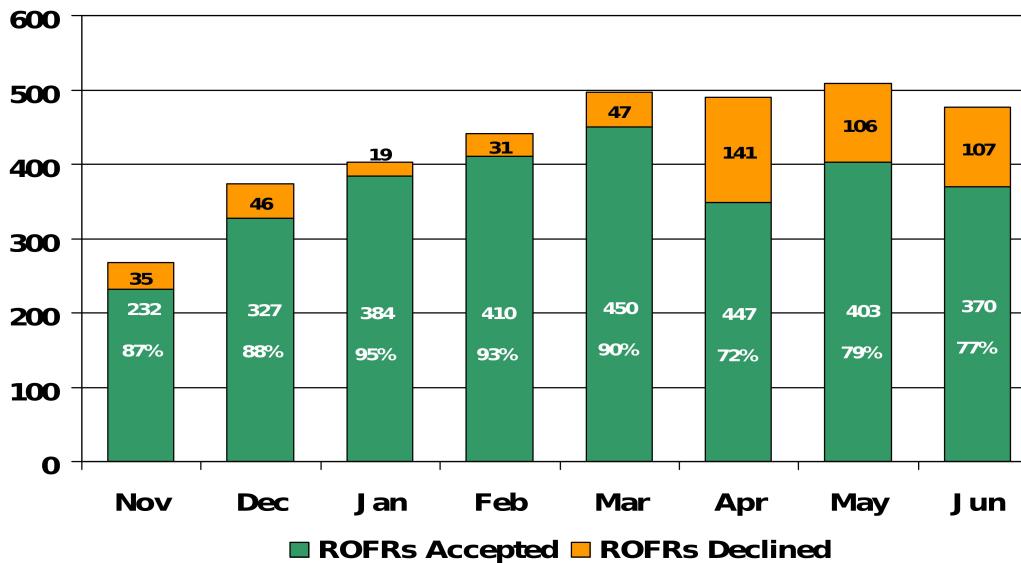
CAMO Service Line Transition Status



Metrics

- Right of First Refusals (ROFR)
- Defer to Network
- Calls Handled & Appointed
- Consult Management
- Primary Care Appointment Management

ROFR Overall Summary



Most common reasons for decline:

Service Unavailable
Continuity of Care
Appts outside access standard
No response from clinic
Inadequate medical information*

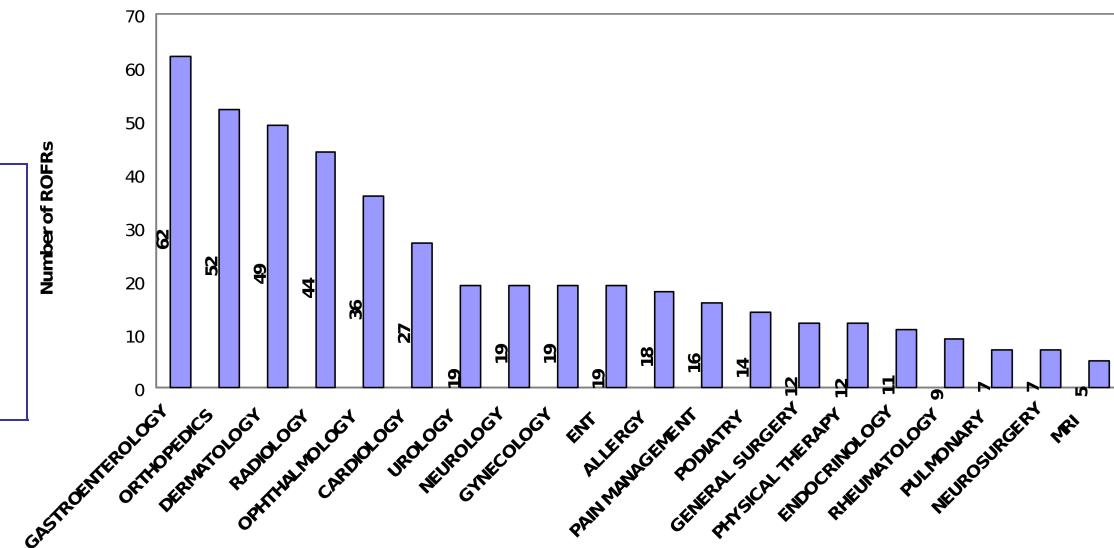
*Effective April no longer a decline and will not count against us

ROFR Summary From Start Up

- Over 2900 accepted to date - 85%
- Estimated recapture \$250,000
- April decrease due to personnel issue
- May/June decrease due to staff rotations, deployments, and GME transitions.

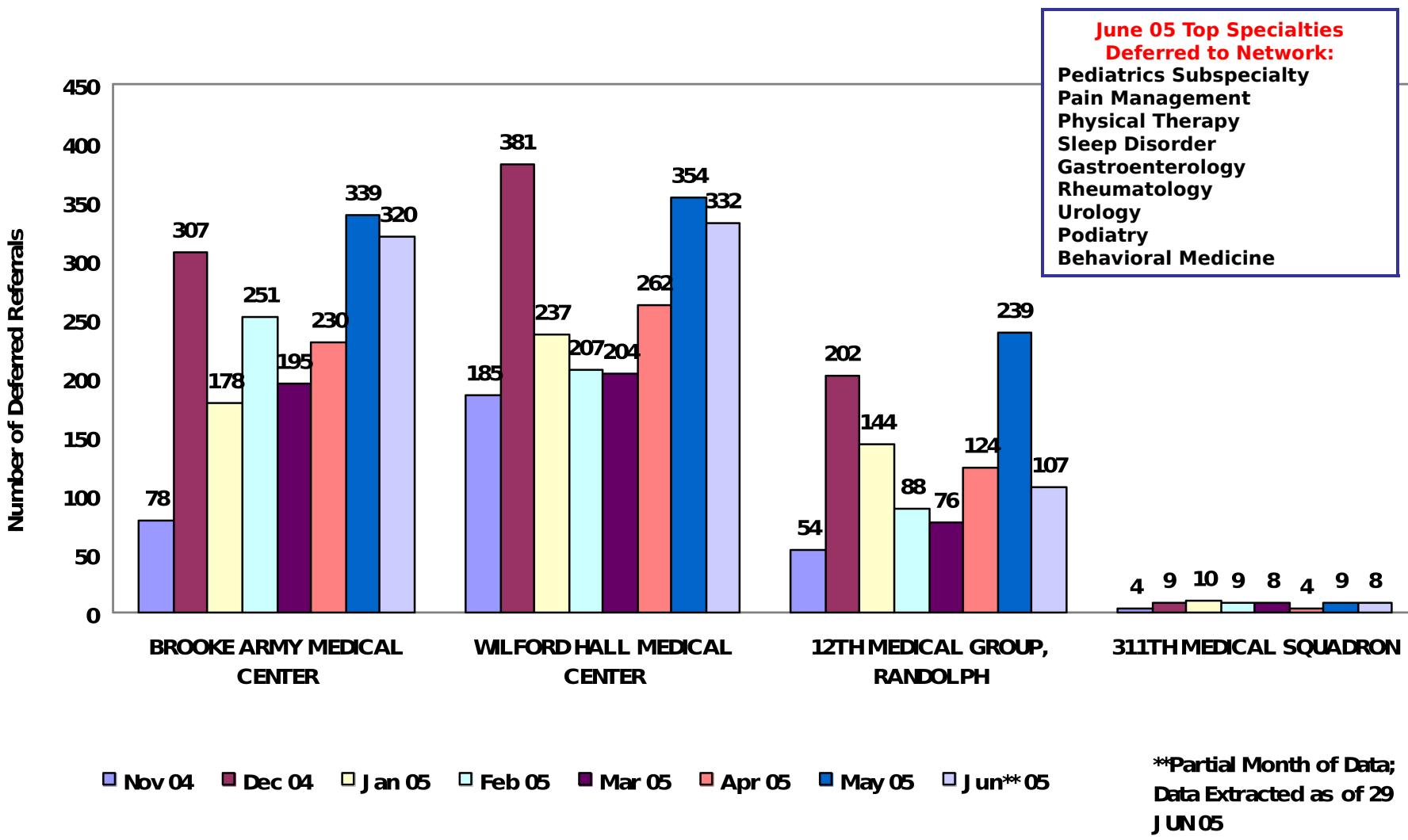
ROFRs: Received

Jun05 Top 20 Specialties Receiving ROFRs



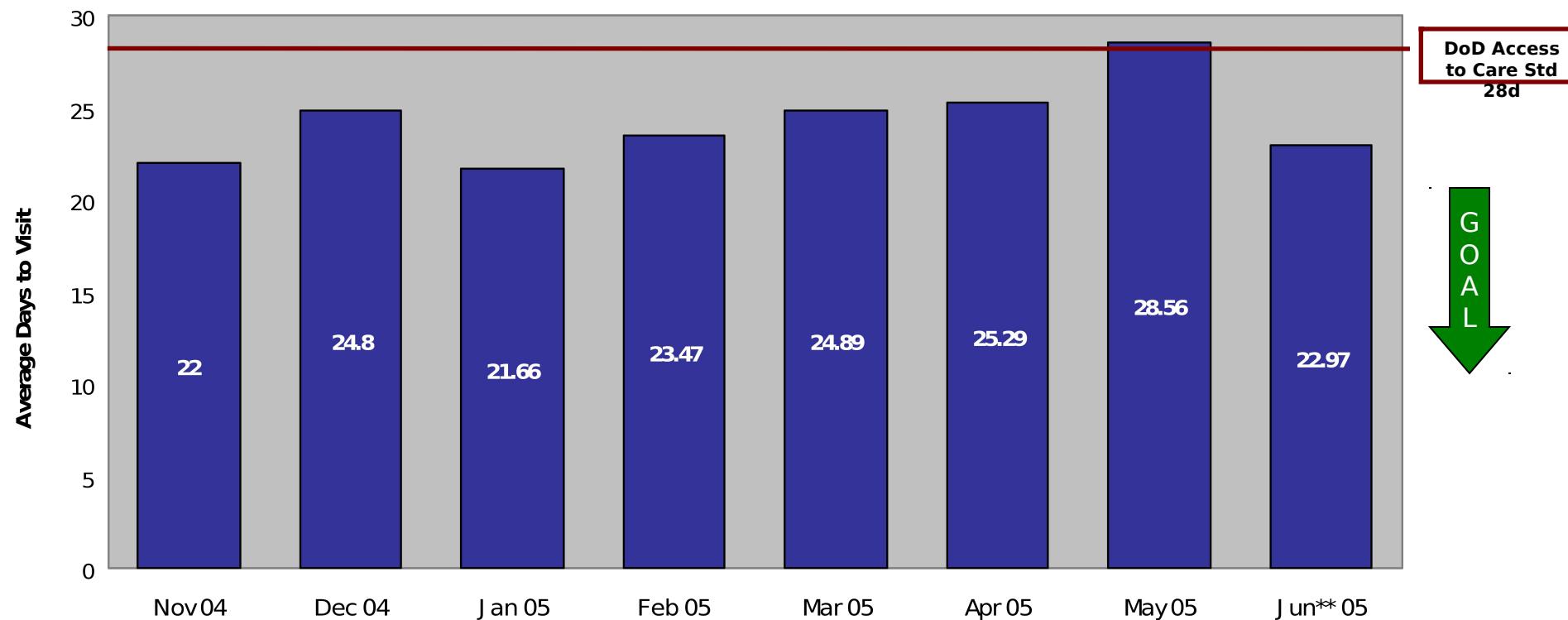
Referrals Deferred to Network

Nov04 to Jun05



Consult Appointing

Average Days* From Consult Order to Visit

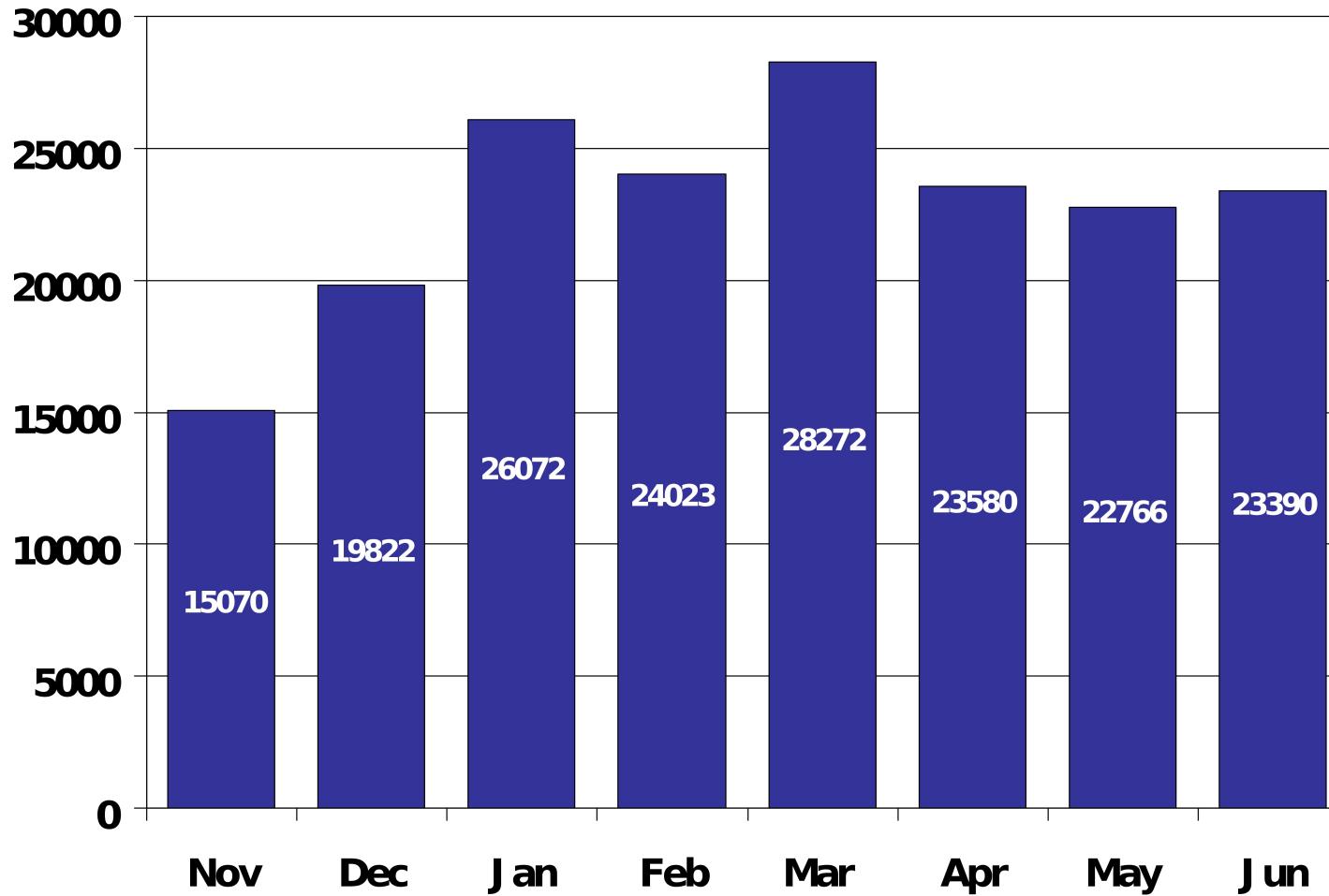


*Average is calculated only if an appointment has been linked;
Average excludes consults still pending an appointment

**Partial Month of Data; Data Extracted as of 28 JUN 05



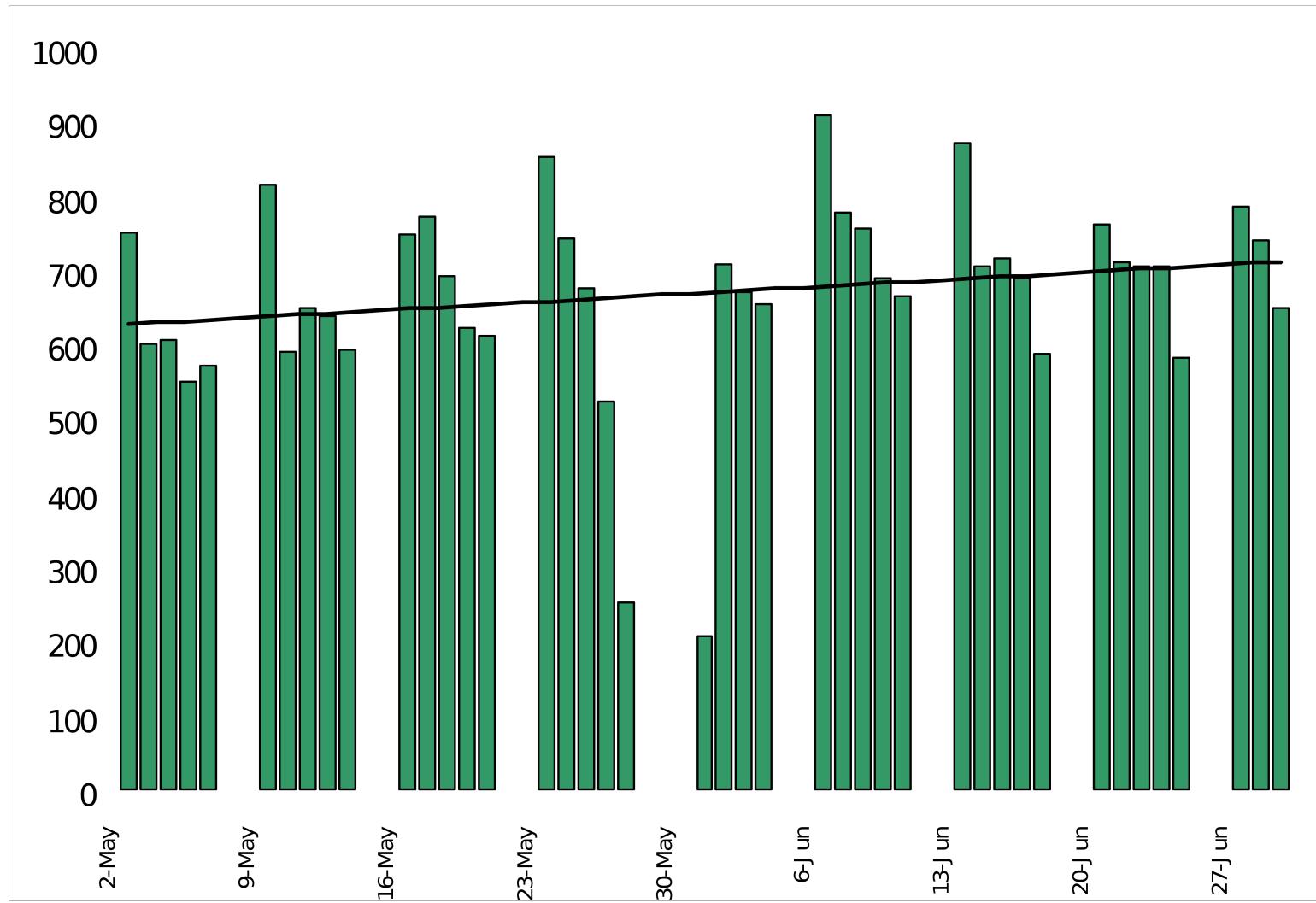
Market Direct Care System CAMO Booked Appointments





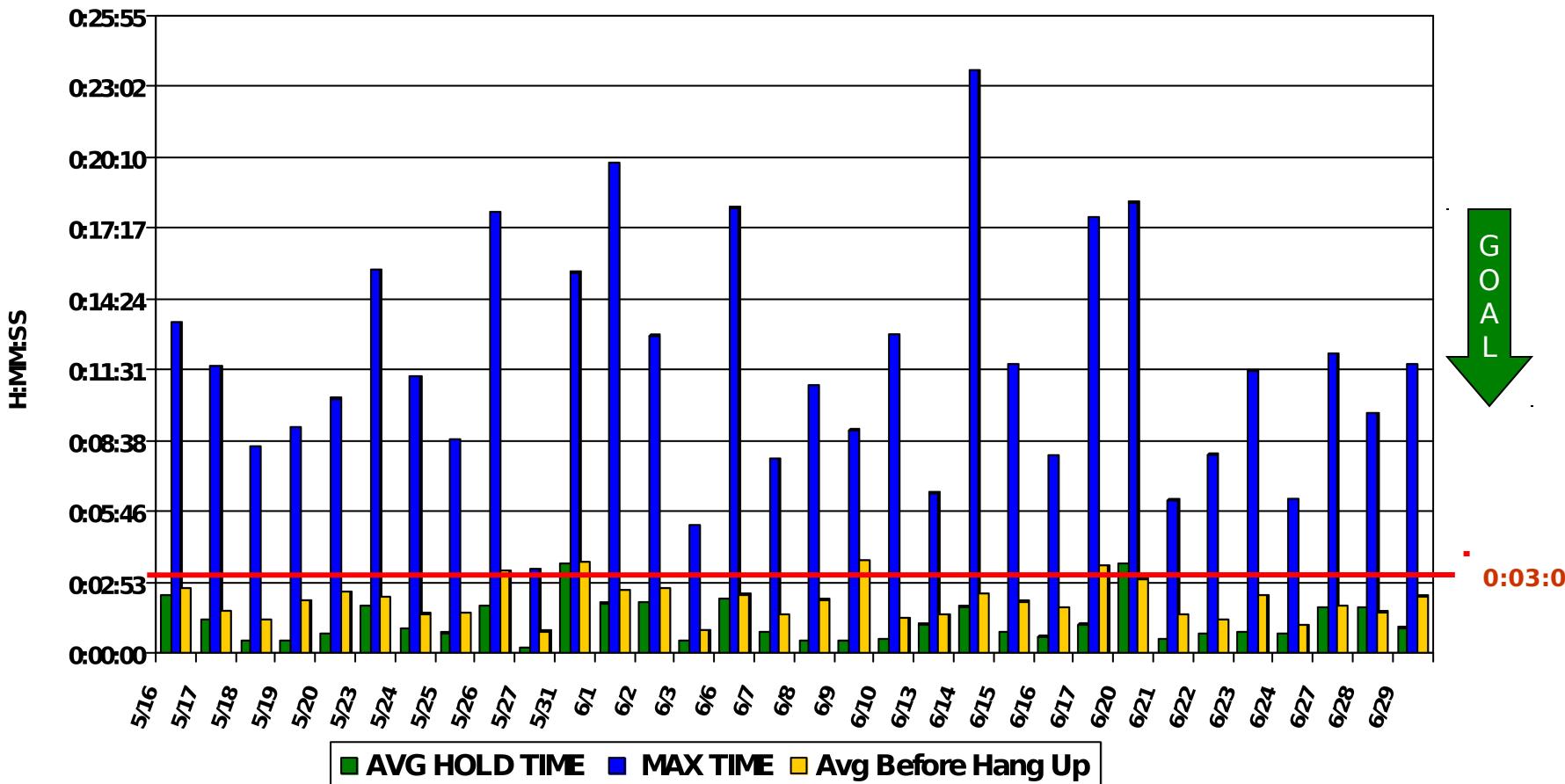
Weekly Consult & Referral Call Volume

All Specialties - Across the Market (Incl OB/GYN & Opt)



Hold Times - Consults

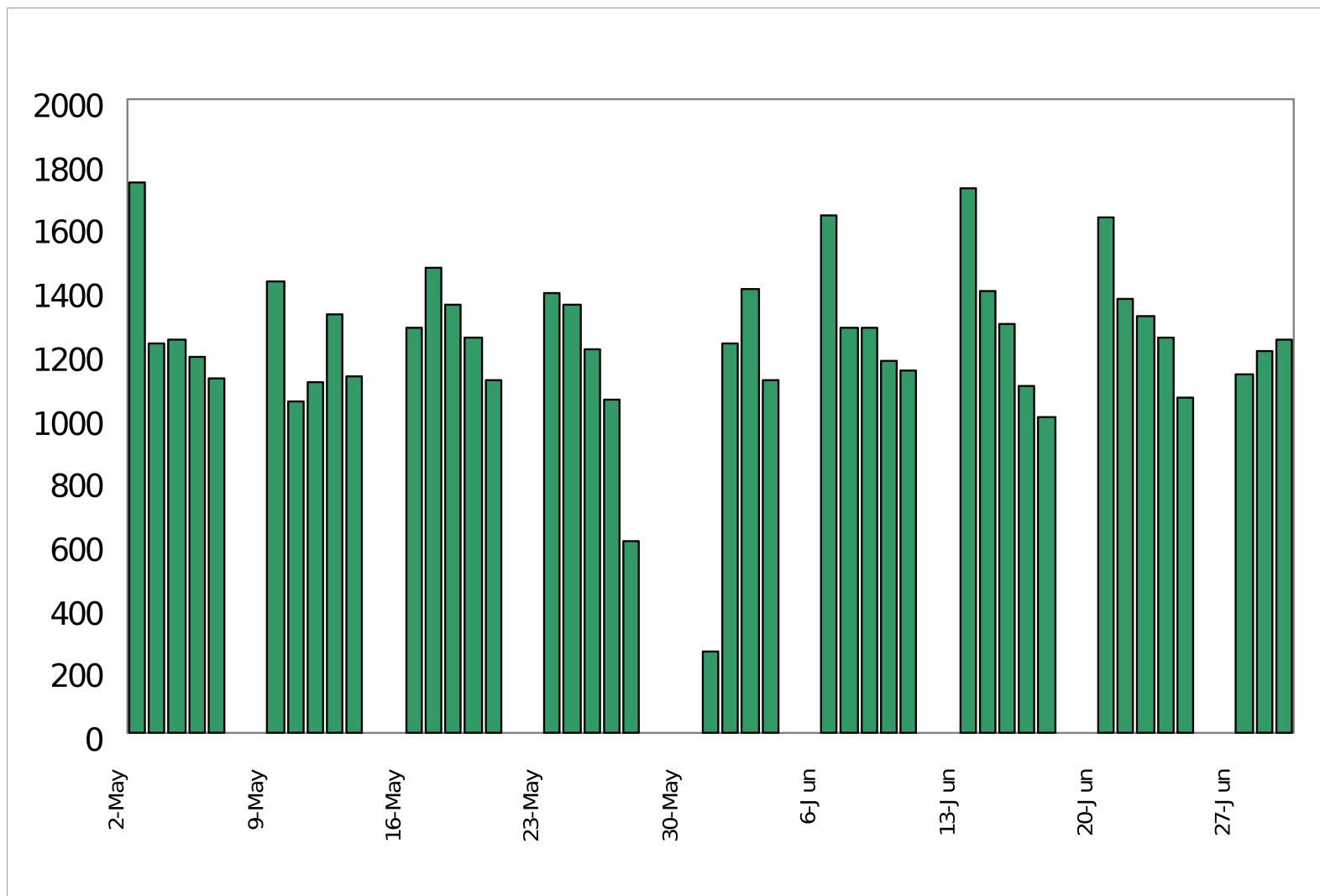
All Specialties - Across the Market (Includes OB/GYN & Optometry)





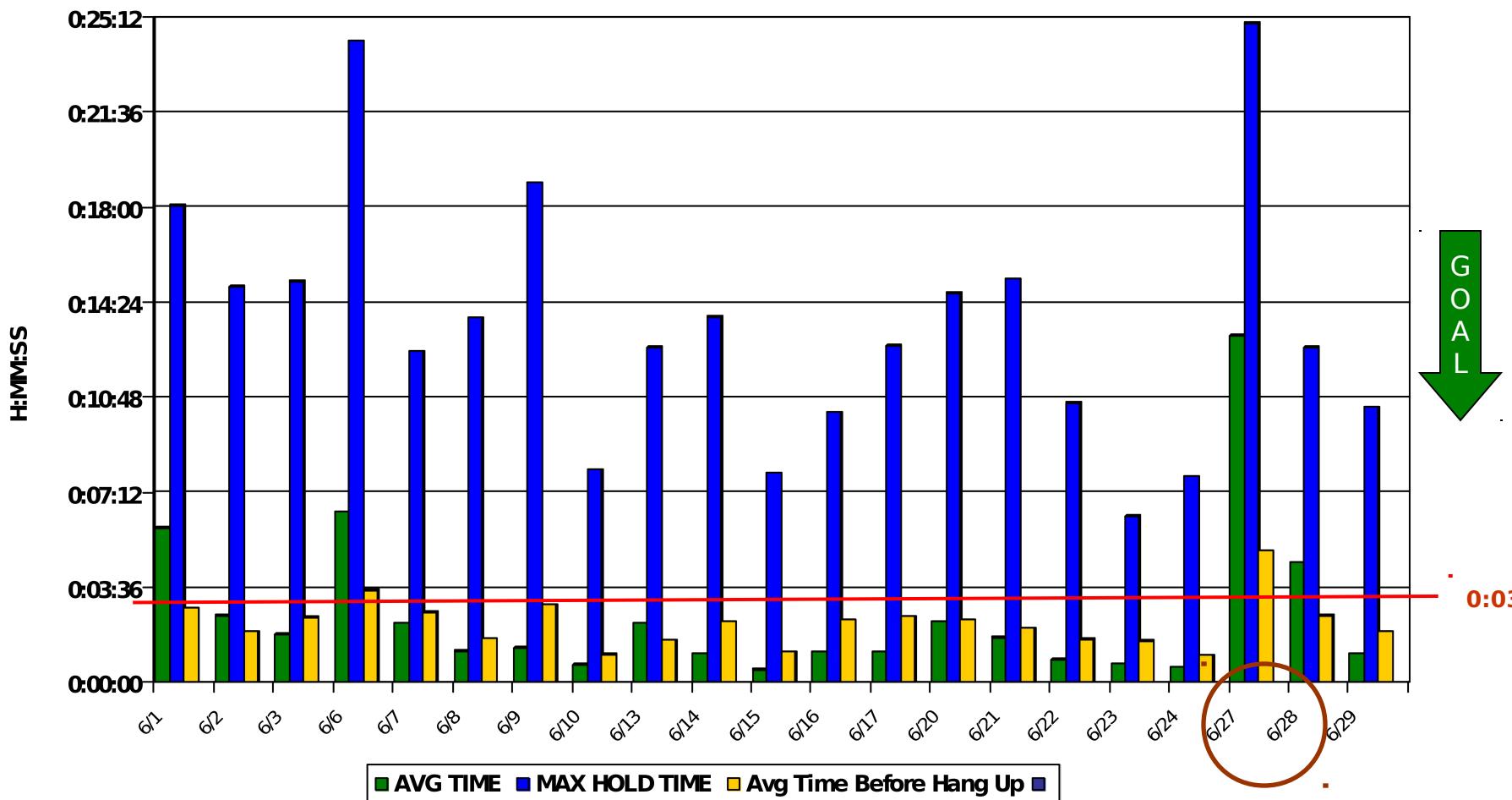
Weekly Primary Care Appointing Call Volume

Family Med/Internal Med/Peds/Adolescent
Across the entire market
(Week Starting Date)



Hold Times – Primary Care Appointing

Family Med/Internal Med/Peds/Adolescent
Across the entire market



Resources

- CAMO Relocation
 - Construction complete
 - Furniture ordered - 80% installed; ECD 8 July
 - Fire Egress concern being addressed ASAP
 - IT/Comm connections 11-15 July
 - Staff move 15-17 July
 - Fully operational 18 July
- ACD System package
 - Contract award through Gen Dynamics 6 Jun
 - Project kick off meeting 22 Jun
 - Installation expected to start mid August
 - Basic functionality by first part of September
 - Fully functional to include test and burn-in 1 Oct or later
- Staffing
 - 50 of 58 projected authorizations filled; 86 percent
 - 1 Army funded position Pending – GS07 Supervisor
 - All agent positions filled
 - Lead selections made pending offer
 - 6 AF funded positions approved but pending fill through AFPC
 - 2 GS7 supervisors
 - 4 GS04/05 Agent positions remain vacant



Questions?